



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Grewal et al.	:	
	:	Art Unit: 3623
Serial No.: 09/610,927	:	
	:	Examiner: Romain Jeanty
Filed: July 6, 2000	:	
	:	
For: WEB-BASED METHOD AND	:	
SYSTEM FOR INDICATING	:	
EXPERT AVAILABILITY	:	

AMENDMENT AFTER FINAL

Hon. Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Applicants respectfully request consideration and entry of the following amendment submitted in response to the Office Action dated April 10, 2003 and made final.

IN THE CLAIMS

1. (twice amended) A method for indicating expert availability to a help-seeker from a pool of experts currently in communication with a client system - server system, said method comprising the steps of:

connecting the client system to the server system;

providing a database within the server system comprising a pool of available experts wherein an available expert is an expert currently in communication with the client system, the experts pool further comprising identification of experts and their availability for providing immediate help to the help-seeker;

receiving from the help-seeker through the client system a request for at least one available expert;